



Workers'
Compensation
Board

Virtual Hearings Guide for Claimants

A virtual hearing app is available!

To learn more, visit

wcb.ny.gov/virtual-hearings/app

Virtual hearings allow injured workers, attorneys/representatives, witnesses, and others to attend workers' compensation hearings online. You can participate from home, work, your attorney's/representative's office, or wherever is most convenient.

To participate in a virtual hearing, all you need is a computer (preferred) or mobile device with a camera and access to reliable high-speed internet service. If you do not have a reliable WiFi internet connection (at least 1 – 1.5 megabits per second), a wired connection is preferred.

BEFORE YOU BEGIN YOUR VIRTUAL HEARING

Locate the **Virtual Hearing ID** on your hearing notice. The Virtual Hearing ID assigned to your hearing is located at the top of the hearing notice and in the message under the section titled "Virtual Hearings." The Virtual Hearing ID number is not the WCB case number. You will check into your hearing using your Virtual Hearing ID and your name. If you are checking into multiple hearings, you need the Virtual Hearing ID from each hearing notice.

NOTICE OF WORKERS' COMPENSATION HEARING Virtual Hearing ID: 626294364 State of New York WORKERS' COMPENSATION BOARD

PLACE OF HEARING	Par.	Date of hearing	Time	Center ID No.
Workers Compensation Board 111 Livingston Street, 22nd Fl. Brooklyn, NY 11201	1	09/23/2019	10:00 AM 15 min	WB465005
		WCB Case No. G1220094	Date of Accident 09/11/2001	Center Case No.

John Doe
123 Main Street
Testville, NY 12345

Your Hearing ID

EMPLOYER: Test Employer
CARRIER: Police, Fire, Sanitation and Corrections CNY
COPIED TO: John Doe, Pasternack, Tiker, Ziegler, Med/Recovery Management

PURPOSE:
Question of period and extent of disability.

Virtual Hearings
For your convenience, claimants and attorneys/representatives may attend their hearing online through our Virtual Hearing Center. **The Virtual Hearing ID for this hearing is 626294364.**

eCase
eCase allows you to view your electronic workers' compensation case folder. Case folders contain documents about your case, including party of interest contact information. To view a case folder, you must register to be an eCase user. You must also be listed as a party of interest in the case, or be permitted to view the case by an organization that is a party of interest and has eCase access. For more information on eCase and how to register, please visit the Board's website at wcb.ny.gov and click on the eCase icon on the right-hand side of the page.

Dated 09/25/2019
EC-16 (09/19) 1

THE BOARD EMPLOYS AND SERVES PEOPLE WITH DISABILITIES WITHOUT DISCRIMINATION AND ASSURES HEARING LOCATIONS ACCESSIBLE TO THE DISABLED. CONTACT THE NEAREST BOARD OFFICE IF YOU HAVE SPECIAL ACCESSIBILITY NEEDS.

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SYSTEM REQUIREMENTS – FIRST-TIME SETUP

Visit the **System Requirements webpage** for complete details (wcb.ny.gov/virtual-hearings/system-requirements.jsp). In addition:

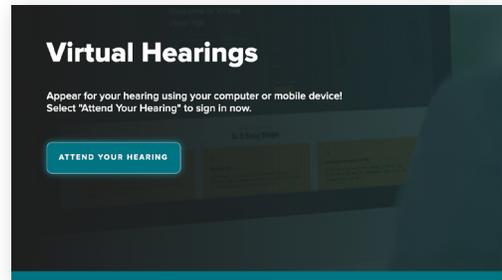
- If you are using a mobile device, download the virtual hearings mobile app (**NYS WCB Virtual Hearings**) prior to your hearing. Visit wcb.ny.gov/virtual-hearings/app to learn more.
- If you are using a computer or mobile device without the virtual hearings app:
 - Test your computer or mobile device **at least two days before your hearing**: Webex Test Meeting (webex.com/test-meeting).
 - Download the **Cisco Webex Meetings** application on your mobile device.
 - Make sure you are using an updated internet browser.
 - You must have a camera or webcam.
 - Disable sleep/standby mode to ensure that your computer or mobile device stays active.
 - Ensure your phone is not set to "Do Not Disturb."
 - Use a single computer or mobile device to sign in for all morning or afternoon hearings within the same waiting room.

CHECKING INTO YOUR VIRTUAL HEARING

On the day of your hearing, follow the instructions below to join it. It is recommended that you begin this process at least 30 minutes before your hearing's start time. If you cannot attend your hearing by video, call **(844) 337-6301** as early as possible on the day of your hearing to let the Board know you will attend by phone.

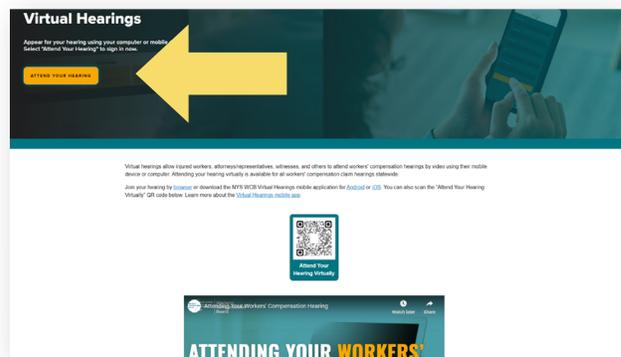
1.

Go to wcb.ny.gov/virtual-hearings.



2.

Select the **Attend Your Hearing** button found at the top of the page.



3.

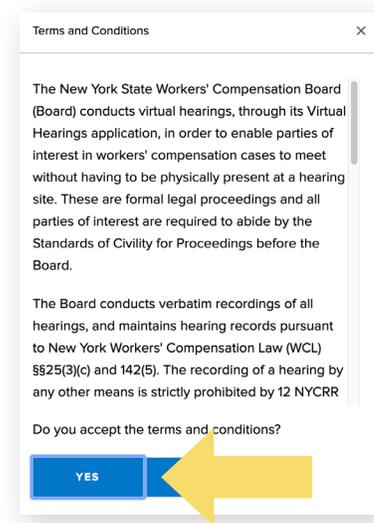
Enter your Hearing ID, first name, last name, email (optional), and phone number (optional). Select the "International Number" button if you are entering an international telephone number. Select **Continue**.

A screenshot of the 'ENTER YOUR INFORMATION' form. The form is on a dark teal background with white text and input fields. It includes fields for 'Hearing ID' (marked as required), 'First Name', 'Last Name', 'Email', and 'Phone'. Below these fields, there is a radio button labeled 'International Number' which is selected. A yellow arrow points from the right towards the 'CONTINUE' button at the bottom of the form.

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4.

Accept the **Terms and Conditions**.



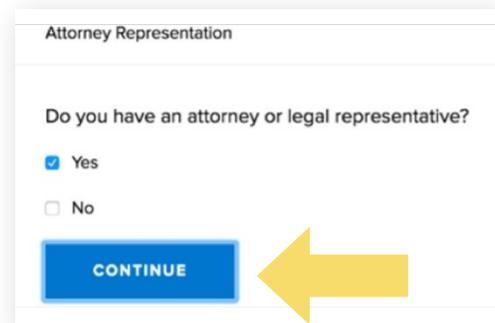
5.

Select **I'm A Claimant**.



6.

Select whether you have an attorney or legal representative. Select **Continue**.



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Select whether you will need an interpreter for this hearing. If you do, choose the language needed. Select **Continue**.

7.

The image shows three overlapping screenshots of a web form titled "Interpreter Language". The first screenshot shows the question "Do you need an interpreter for this hearing?" with "No" selected and a "CONTINUE" button. The second screenshot shows the same question with "Yes" selected and a dropdown menu for "Language" open, listing options like "Español (Spanish)", "中文版 (Chinese)", "Kreyòl ayisyen (Haitian Creole)", "Italiano (Italian)", "한국어 (Korean)", and "Język Polski (Polish)". The third screenshot shows "Yes" selected, "French" entered in the "Language" field, and a yellow arrow pointing to the "CONTINUE" button.

The Waiting Room displays on your device. By default, the system marks you as **Available**.

If you need to step away from your computer or mobile device before the hearing start time, mark yourself as **Unavailable**. This tells the judge you cannot attend your hearing at that time. To mark yourself as unavailable:

Select the **My Status** drop-down list at the top right corner of the webpage and select **Away**. The countdown timer will appear on the browser.

When you return to your computer or mobile device, select the **Return to Available** button to make yourself available.

IMPORTANT: If you're marked as unavailable for more than 15 minutes, you will be signed out of your hearing and will need to check back into your hearing once you sign back into the system.

8.

The image shows a screenshot of a web page for a "Waiting Room". At the top right, there is a "My Status" dropdown menu currently set to "AVAILABLE" and an "EXIT" button. A yellow arrow points to the "AVAILABLE" dropdown. Below this, the page has a "Waiting Room" header with "You Are Ready!" and a countdown timer showing "15 MINUTES 47 SECONDS". At the bottom, there is a "RETURN TO AVAILABLE" button. A smaller inset screenshot below shows a notification box with the text "You are temporarily away from the waiting room. If you do not return in 15 minutes 47 seconds, you will be automatically checked out of your hearing." and a "RETURN TO AVAILABLE" button.

ATTENDING YOUR VIRTUAL HEARING

1.

When your hearing is called, you will see a message on your Waiting Room dashboard indicating that your hearing will begin in 20 seconds. You will then hear a chime, and a pop-up message will appear to notify you that your hearing has started. When this pop-up message appears, select **Enter Hearing** to enter the hearing room.

HEARING STARTED

Your hearing has started. Please select 'Enter Hearing' to enter your hearing.

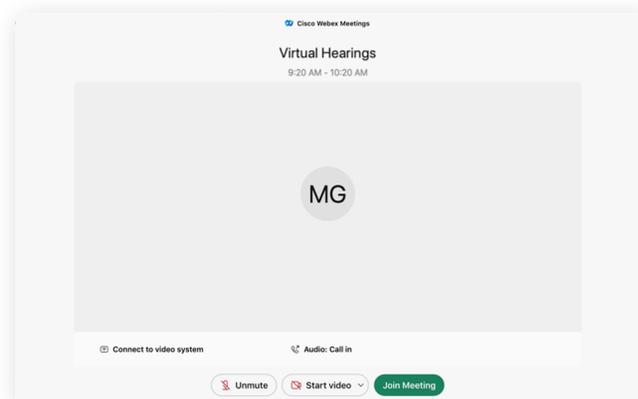
If you experience an error or the hearing fails to load, you may select this button again to re-enter the hearing.

ENTER HEARING



2.

After you select Enter Hearing, a new tab will open in your browser. **Do not close this tab or the Waiting Room tab.** The Cisco Webex Meetings window will open when your hearing begins. Before joining the hearing, a window will show, where you will connect your audio and video for the hearing.



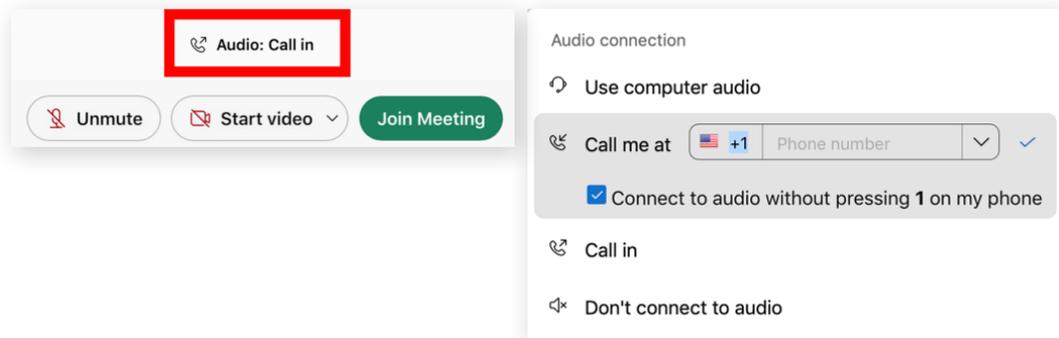
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3.

To connect your audio, select **Audio: Call in**. Your audio connection options will appear. Choose one of the following:

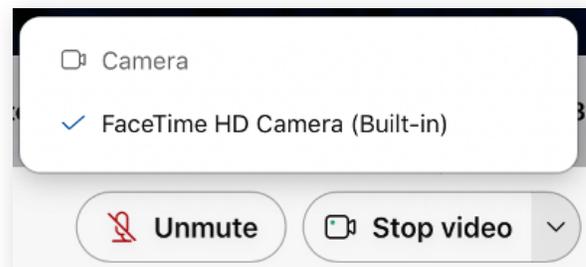
- Select “Use computer audio” to use your computer’s microphone.
- Select the “Call me at” option to have the system call you. Enter a personal phone number for the system to call you. When you answer the phone, your audio will be connected to the hearing.
- Select “Call in” to have the system provide you with the toll-free hearing telephone number, access code, and attendee ID you must enter when calling from your phone.

After connecting your audio, select **Unmute**.



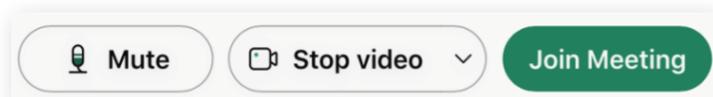
4.

Next, you will connect your video. To connect your video, select **Start video**. Your camera options will appear here. Select the camera to use and your video feed will connect.



5.

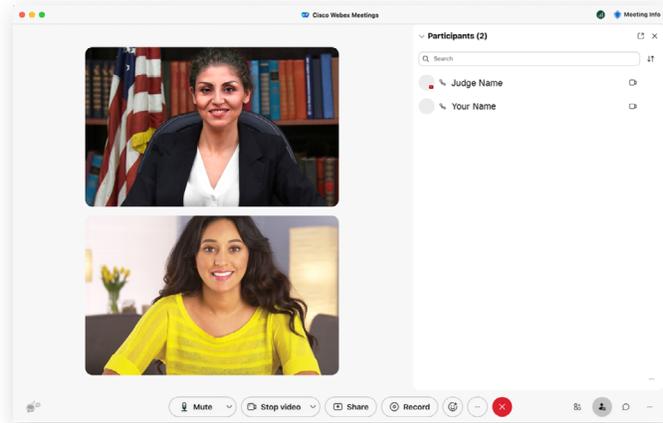
After connecting your audio and video, select **Join Meeting**.



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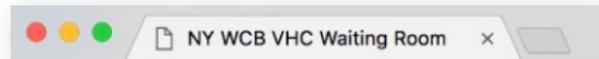
6.

Your hearing will now begin.



7.

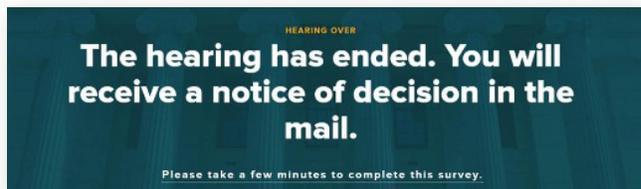
For various reasons, the judge may take a temporary break in the proceedings and then recall your hearing. If that happens, go back to the tab titled **NY WCB VHC Waiting Room** and wait for the judge to call you in again.



8.

When your hearing is over, the Cisco Webex Meetings window will close.

If you are all done, the waiting room message will change to read:



SUBMITTING DOCUMENTS

Use **eCase Document Upload** to submit documents up until and including the day of the hearing. To use eCase Document Upload, you must be registered to use eCase or be granted access by an organization that is a party of interest and has access to eCase. To learn more about eCase Document Upload, including instructions and available forms to upload, visit the **eCase Document Upload webpage** (wcb.ny.gov/content/ebiz/ecase/ecase_doc_upload.jsp).

Note: Documents should only be uploaded so they can be reviewed as evidence at the hearing. No additional action will be taken on them and they will not be reviewed by a claims examiner. To learn more about how to submit documents that require action by the Board, or if you are not eligible to use eCase Document Upload, visit the Forms webpage (wcb.ny.gov/content/main/Forms.jsp).

CONTACT

If you need to attend your hearing by phone call, please call the Customer Service Center: **(844) 337-6301**. For more information, visit: wcb.ny.gov/virtual-hearings

Need help with your virtual hearing?

Call **(877) 632-4996**

Hours 8:30 a.m. – 4:30 p.m. Monday - Friday

The New York State Workers' Compensation Board protects the rights of employees and employers by ensuring the proper delivery of benefits and by promoting compliance with the law. To learn more about the Workers' Compensation Board, visit wcb.ny.gov.

